CITY OF EDINA

4801 West 50th Street
Edina, MN 55424

REQUEST FOR INFORMATION

For An

ENTERPRISE-WIDE CONTENT/ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

Submission Deadline:

September 30, 2013
2:00 P.M. (Central Time)

Table of Contents

Section   Title   **Page Number**

1. Introduction and Instructions to Respondents

1.1.   Purpose of the Request for Information

The City of Edina MN (a.k.a. "the City") is seeking information from qualified vendors for an Enterprise-Wide Content/Electronic Document Management System. Your firm, among others, is invited to submit a proposal in the format described in this Request for Information (RFI). This RFI defines the City's requirements and seeks information from the proposing vendor (a.k.a. "Respondent") to engineer, provide, install, test, and document this new software system to be referred to herein as the "SYSTEM". The terms "RESPONDENT," "OFFEROR," "PROPOSING VENDOR" and "CONTRACTOR" refer to any vendor responding to this RFI and also any vendor selected for the project described herein.

1.2.   Not a Solicitation for Services

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation for services. This RFI in no way constitutes an agreement between the City and any Respondent.

1.3.   Submission of Information

Sealed Packets will be received for providing information in regards to the Enterprise-Wide Content/Electronic Document Management System by the City of Edina by the City Clerk's office until September 30, 2013 at 2:00 p.m. All Sealed Packets should be addressed to:

> City of Edina
>
> Attn: Ms. Debra Mangen
>
> dmangen@edinamn.gov
>
> 4801 West 50th Street
>
> Edina, MN 55424

1.3.1. In their submission, respondents should provide one (1) original signed copy of their response and nine (9) copies of the response. Additionally, respondents are requested to provide an electronic version (preferably in PDF format) of their response.

1.3.2. No information will be considered which is not accompanied by the enclosed special provisions form which must be signed by the proper official of the firm.

1.3.3. Information must be received by the City on or before the time and date specified. Information received after the time specified may not be considered.

1.3.4. Information received is restricted and not publicly available until after such time as the City distributes a Request for Proposal.

1.4.   Modifications or Withdrawal of Information

By the Respondent:

1.4.1. Information that is in the possession of the City may be altered by letter bearing the signature or name of the authorized person. FAX, telephone or verbal alterations will also be accepted.

1.4.2. Information that is in the possession of the City may be withdrawn by the respondent up to the time of the opening.

By the City:

1.4.3. The City may, at its discretion, modify any provision or part of the RFI at any time prior to the Due Date. Copies of all such amendments will be simultaneously sent to all prospective Vendors who have received a copy of the RFI and are participating in the RFI process. If the City issues an amendment to the RFI, prospective Vendors shall acknowledge receipt of such amendment by (a) signing and returning a copy of the amendment to the Customer Contact; or (b) acknowledging receipt of the amendment by letter, telephone facsimile or email. All acknowledgments shall be submitted no later than the time specified for receipt of proposals.

1.4.4. The City reserves the right to cancel this RFI at any time and without any liability to the City, if in its sole determination the City's best interests would be served.

1.5. Preparation of Information

1.5.1. Information may or may not be considered which modifies, in any manner, any of the provisions or requirements outlined in this Request for Information (RFI).

1.5.2. At this point in time, respondents are requested to submit general price ranges or cost information to be used for reference only.

1.5.3. Respondents are expected to examine special provisions, specifications, schedules, and instructions included in this Request. Failure to do so will be at the respondent's risk.

1.5.4. Failure to respond (submission of information, or notice in writing that you are unable to offer but wish to remain on the active mailing list) to the Request for Information will be understood by the City to indicate a lack of interest and may result in the removal of the Firm's name from any applicable Request for Proposal (RFP) mailing list.

1.5.5 All responses shall be prepared simply as per the format and instructional requirements of this RFI. Respondents are discouraged from submitting promotional brochures and extensive artwork, as this may delay the review of the response. However, the City is looking for creative and innovative approaches to its document management needs. As such, respondents are encouraged to provide the City with information on other related technologies that may be useful for this project.

1.5.6 The City reserves the right to waive minor formalities or procedural requirements during the process of soliciting, evaluating, or negotiating a contract award.

1.6. RFI Timeline

The City has established the following tentative timeline for this RFI. The City reserves the right to modify this timeline at its sole discretion.

RFI Issuance Date .... September 5, 2013
Question Submission Deadline..September 12, 2013
Response to Questions.. September 16, 2013
RFI Submission Deadline...September 30, 2013
Selected Vendor Presentation Date..Afternoons on Oct. 7,8 & 9

1.7. Preparation Costs

Costs of developing the response to the Request for Information, presentations, software and hardware demonstrations, site visits, or any other such costs are entirely the responsibility of the respondent and shall not be reimbursed in any manner by the City. The City is not liable for any cost incurred by the respondent.

1.8. Questions About This RFI

Ryan Browning, IT Manager   Debra Mangen, City Clerk
rbrowning@edinamn.gov   dmangen@edinamn.gov
952-826-0434   952-826-0408

1.9. Response Format

Respondents should prepare their responses by providing all requested information from the following sections of this RFI:

Section 3 — Vendor and Solution Profile

Section 4 — Technical Information

Section 5 — Functional Requirements

Section 6 — Pricing Information

Section 7 — Company Contact and Authorization

2. Project Overview

The City of Edina, MN is seeking information about an enterprise-wide electronic document/content management system.

2.1.   Information About the City of Edina

The City of Edina is a community of approximately 49,000 people. The City has over 250 full-time employees and employs an additional 100 to 400 part-time and seasonal employees at any given time. The City Manager has direct oversight for ten departments including: Administration, Communications & Technology, Community Development, Engineering, Finance, Fire, Human Resources, Parks & Recreation, Police and Public Works.

•   Administration – The Administration department is responsible for coordinating the overall management of the City. In addition to its oversight responsibilities, it is responsible for managing all official City records, conducting elections, issuing business licenses and providing support to the City Council.

•   Communications & Technology Services – The Communications staff is responsible for media and public relations; publication of the City's newsletters and magazines, including *About Town;* maintaining the website and administering Edina Community Channel 16.   The I.T. staff provides the central services required by City departments, offices and facilities, including data center operations, network and telecommunications services, end-user support for personal computers, strategic technology investigation, project oversight, and administration of the City's hardware, software, and infrastructure contracts and agreements.

•   Community Development – The Community Development department is responsible for planning, zoning, site inspection, and housing activities. The Community Development Department has oversight over the Assessing Division which houses property records for the City. It annually establishes the estimated market value for over 23,000 parcels for property tax purposes, classifies property according to use, and oversees the appeal process.

•   Engineering – The Engineering department is responsible for the planning, design and supervision of construction of all city streets, sewers, and water lines. In addition, all other infrastructure issues like street lighting, local transportation, grading and wetlands are handled by Engineering.

•   Finance – The Finance department provides financial management and accounting services for all City operations, including financial reporting, budgeting, accounts payable, utility billing, cash management and risk management.

•   Fire – The Fire department is responsible for fire prevention, suppression and investigation throughout the City. The Fire Department has oversight over the Inspections Division which is responsible for obtaining code compliance for all new and existing construction project in the City of Edina.

•   Human Resources – The Human Resources department oversees all personnel and human resource related policies and programs for the City, including recruitment, contract negotiation, benefits administration, workers compensation and a worksite wellness program

•   Parks and Recreation – The Parks and Recreation Department is responsible for administering and maintaining the entire parks system. This includes 40 parks that total 1,553 acres of property including park enterprise facilities. The department also coordinates adaptive recreation, adult and youth recreation, 14 athletic associations, The Edina Garden Council, the Edina Historical Society and the Edina Museum. The Parks Department also acts as staff liaison to the Park Board, which advises the City Council on parks and recreation issues.

• Police – The Police department has as its mission that, in partnership with our growing and diverse community, we are committed to providing the highest level of service through integrity, dedication, and professional policing in order to promote and maintain a safe and secure environment and enhance the quality of life in our community. The Police department has oversight for the Health Division

• Public Works – The Public Works department is responsible for the maintenance and operation of the City's public infrastructure, such as streets and the water/sewer utility, and also provides internal support for the city's fleet of vehicles and equipment.

2.2. Existing Document and Records Management Systems

City records City records are maintained in a combination of formats:

- Some archived paper documents are maintained in a central records storage area, though many documents are dispersed and stored throughout the various City departments.

- Other electronic (non-scanned) documents exist on the City's file servers and individual users' computers. Each department organizes their records differently, so there is no consistent pattern to folder structures, file naming conventions, etc..

- The City also uses the following software applications that are considered records:

Department/Division	Software
Administration	Logis GIS
Engineering	AutoCAD
Facilities	Max Solutions, Fore! (BG), Pro Class (AC), Insight
Finance	Insight, JD Edwards
Fire	Logis PIMS, ImageTrend,Firehouse
Fire	Sansio, Logis Map, OSSI CAD
Human Resources	NeoGov, Apprize, My Wave
Inspections Division	Logis Map v.2, Logis PIMS, CityWorks,
Inspections Division	Papervision, ArcMap
Parks & Recreation	Max Solutions, Team Sidelines
Police/Health	Rapid Report Inspection System
Public Works – Streets/Utility	Cityworks, Logis Map
PW-Equip Ops	CFA
PW-Utility	SCADA

The City follows the General Records Retention Schedule for Cities. Each department is responsible for the maintenance of all department records in accordance with this schedule.

2.3   Project Goals / Identified Needs

As its goal, the City desires to have a single enterprise document management application where all City documents can be stored, accessed and retained electronically by City staff and where the general public has online 24-7 access to public records.

To achieve this goal, the City is particularly interested in the following areas:

- Single City-Wide System —The City's vision is for all documents, regardless of their source, should be available from a single application using one consistent interface.

- Records Management — Since records management (document life cycle management from creation through retention and destruction) is a critical part of the City's operations, the document management system must have a robust records management component. Specifically, the system must be capable of handling complex and varied retention schedules that will vary by document type. It must be able to track not only the electronic copy of a document, but also have the ability to track physical document locations. It must have the ability to automatically identify and destroy records pending the approval of a records manager. When records are destroyed, the system should track that destruction so that City staff can prove which records were destroyed and show that it was done according to the retention schedule.

- Ease of Use — The City's experience with document management technologies is that if the system is not easy to use, the end users will not fully embrace the systems. For purposes of this RFI, an "easy-to-use" system is one in which non-technical personnel can accurately, quickly and consistently store, find and use documents in the system without the assistance of records managers, information technology, or other technical staff.

- Simple Administration — Because the City has limited IT staff, it is essential that any proposed system be easy to administer. As examples of simple administration, the system should integrate with Active Directory, all modules of the system should be administered from a common administration console (e.g., users should not need to be set up in one screen for viewing access but then set up again in a different application for scanning access), and non-technical users should be able to set up new record series. The system should allow for the IT Staff to add containers and administer rights to those containers without involving the vendor.

- Integration — The City has various applications that it desires to integrate with the document management system. For example, the GIS system (LOGIS Map) should be able to pull property related information directly from the property records cabinet. Ideally, the system should provide both an API (application programming interface) and a non-programming interface (such as the ability to call a web-based document viewer by passing search parameters).

- Optical Character Recognition (OCR) — The City currently has the ability to OCR scanned documents, however, not all documents that exist digitally have been OCR'd. It is desired that the new system should have the ability to accurately recognize text with at least 85% accuracy in recognizing words. As the City understands that OCR is not a perfect technology, it is desired that a system should have additional tools such as fuzzy logic to correct for OCR failures.

- Workflow — The City expects that in the future, as more documents are processed electronically, routing of documents will be an increasingly important component of document management. The City desires an integrated, role-based workflow tool with graphical design and management capabilities, easy-to-use rules editor, fully customizable workflow forms, and management reporting capabilities.

2.4   Description of Pilot Projects

As described in the previous section, the City desires to identify a system that can meet its enterprise wide document management needs. However, in order to assess this opportunity on a limited basis, the City has identified pilot projects. These pilot projects are representative of the whole project, and will give the City a chance to test the features of the system that are of primary importance. For the projects listed – please give details of time and costs to accomplish. These costs should cover server hardware and software, licensing, scanners, interfaces and support or development time to implement.

1. *Scanning Edina City Council Packet Files from January 1, 2011 – December 31, 2011(26 packets each approximately 300 pages of multi-sized documents) into a searchable repository – In its first phase this scanning will be accomplished through the use of two scanning stations and should be accessible by all City employees. During phase two, the records will be made available to the public through a web portal.*

2. *Creation of a workflow (e.g. invoice approval or permit issuance) that allows all city computers users the ability to dynamically interact and give approvals of an item or process. Users should also be able to look up what has already been issued or approved.*

3. Vendor and Solution Profile

3.1.   Company Information

3.1.1. Please complete the following tables for all companies that would be involved in this project.

Name of Company and role on project (e.g. software provider, implementer)	
Name of parent company	
Length of time in business	
Gross revenue for the prior fiscal year	
Gross revenue for the prior fiscal year generated from software/services described in this response	
Total number of state and local government customers	
Total number of local government customers similar in size to Edina, MN	

Number of employees by job function	Entire Company	Dedicated to Products/Services For this Project
Customer and software support		
Installation and training		
Product development		
Technical programming and customization		
Other professional services		
Sales, marketing, and administrative support		

3.1.2. Describe the types of products and services offered:

Product Line	Product Name	Description	Number of Sites Currently Using
Document capture			
Electronic document management			
Electronic records retention			
Electronic forms processing			
Workflow			
Web content management			
Integration/Application programming interface			

3.2. Office Information

Please provide the following information about your office location(s):

Location of national office	
Location of local office nearest to Edina, MN	
Identify the number of personnel at each location that would provide support for the proposed software	

3.3. Key Staff Information

Please complete the following table for each of the key project staff members (including subcontractors) who would be assisting the City with implementation and training. Key staff should include the project managers and technical leads.

Staff member name	
Position in the company	
Length of time in position	
Project position and responsibilities	
Technical skills and qualifications for the project position	
Experience installing proposed system:	
• Client name	
• Client contact information	
• Client size (population)	
• Project responsibilities	
• Project timeframe	

3.4.   Client Profiles

The City of Edina is interested in your experience with this product at other sites. Please complete the following table for at least three recent references in implementing the software described in this RFI response. Client profiles should be for governmental clients that are a similar size and complexity to the City of Edina.

Client Name	
Primary Contact	
Title	
Phone number	
Customer Size (population)	
Brief Description of Project	
Products Installed	
Software Version	
Project Timeframe	

Client Name	
Primary Contact	
Title	
Phone number	
Customer Size (population)	
Brief Description of Project	
Products Installed	
Software Version	
Project Timeframe	

Client Name	
Primary Contact	
Title	
Phone number	
Customer Size (population)	
Brief Description of Project	
Products Installed	
Software Version	
Project Timeframe	

4. Technical Information

4.1. Architecture

Please describe the technical architecture of your system. In your response, please make sure to include:
- Breakdown of server / client components
- Supported operating systems (client and server)
- Supported database platforms (Microsoft SQL Server 2008 or higher preferred)
- Number of servers required and recommended
- Is VMware Server Virtualization supported
- Please provide the required & suggested server specs for both physical server and virtual server deployment of your product
- Storage media supported and recommended (SAN, optical disk, etc.)
- Where are the documents stored (Fileshare or in Database)
- Client deployment options (web client, Windows client)
- Programming language / platform used to develop the application

4.2. Implementation

Please describe the implementation approach that is typically used in a project such as the one described in this RFI. In your response, please make sure to include:
- Description of project methodology that is followed
- Sample detailed project plan for the pilot projects described in this document (assume a project start date of December 13, 2013)
- Options and respondent experience in converting legacy documents from the Acorde system into the new system
- Options for converting existing backfile of paper and electronic documents into the new system
- Recommended training course descriptions and course content
- Training options (on-site versus classroom training, train the trainer, etc.)

4.3.   Scalability

Please describe the options for scalability as the City moves from pilot projects to a full enterprise deployment. What additional software and hardware would need to be added? What would be the impacts upon system performance?

4.4.   Customization and Integration

Please describe the approach used to customize the system to meet Edina's specific needs. In your response, please make sure to address:
- Is it possible to customize the system?
- Describe the respondent's understanding of what it means to customize the system (e.g., custom programming, scripting, configuration options, etc.)
- What tools are available within the system to support customization?
- What level of staff knowledge is required to make and maintain customizations?
- How are customizations impacted by product version changes?
- What tools and processes are used to support integration with other external applications?

4.5. Support and Maintenance

Please describe the ongoing product support that is provided by your company. In your response, please make sure to address:
- What is included in your standard software maintenance agreement?
- How frequently are software version updates (major and minor releases) provided to your clients?
- What is the process for deploying a typical software version update?
- When was the last major platform change for your product? Was the upgrade for this platform change covered under your maintenance agreement?
- Describe your product support / help desk procedures.
- Do you provide remote product support?
- Do you provide on-site support if needed? If so, is this at an additional cost?
- What is the process that you use to inform your client base about bugs and other known issues in the software?
- How are software enhancement requests evaluated and incorporated into the product development cycle?
- Are there any local, regional or national user groups for your product?
- What is your typical annual increase in support and maintenance fees?

4.6. Licensing

Please describe your licensing structure. In your response, please make sure to address:
- What are the required server and client licenses?
- What type of licensing model is used (concurrent users, machine license, named users)?
- Is there a difference between read-only and full access licenses?
- How are users external to the City (i.e., public access through the web) licensed?
- How is licensing handled for integrations with other systems?

5. Functional Requirements

For each of the following requirements, please indicate in the Feature Support column whether the feature is:

FS — Fully Support (in the current released version of the software)
EN — Free Enhancement (please describe the estimated timeframe of the enhancement)
PE — Paid Enhancement (please provide estimated enhancement cost in the appropriate
    column)
TP — Available by using a Third Party Tool (please provide estimated cost and description)
NS — Not Supported

Item #	Requirement	Feature Support	Comments
5.1	**Document Viewing and Retrieval**		
	Document storage requirements		
5.1.01	The system shall be an enterprise class product with the ability to efficiently store, search, and retrieve approximately 500,000 new documents each year.		
5.1.02	The software must be able to efficiently handle up to 200 concurrent users.		
5.1.03	Document files are identified (indexed) and retrieved by user-definable fields per document type, and index values are stored in an industry standard relational database.		
5.1.04	The software must allow users with appropriate security to update index values at any time		
5.1.05	The software must allow any file to be stored in its original format.		
5.1.06	The software must allow documents to be moved between cabinets/folders.		
5.1.07	The software must support mixed standard and non-standard page sizes (larger and smaller than 8.5" x 11"). Please specify any non-supported page sizes.		
5.1.08	The software must be able to OCR all common image files (such as TIFF, JPEG, GIF, BMP, etc.) and PDF files		
5.1.09	The software must allow a user to review and correct OCR recognition errors.		
	Index searching requirements		
5.1.10	The user can limit a search to specific document stores/locations.		

Item #	Requirement	Feature Support	Comments
5.1.11	When a search is limited to a specific document store/location the search screen displays only the index fields defined in that document store/location.		
5.1.12	The user can limit a search to specific document types/templates.		
5.1.13	Searching can be performed across different document types		
5.1.14	When a search is limited to a specific document type/template, the search screen displays only the index fields defined for that document type/template.		
5.1.15	Users can construct complex searches using multiple index fields and criteria		
	Full-text searching requirements		
5.1.16	The user can perform a full-text search, i.e., searching for a word or phrase contained within any OCR'd document.		
5.1.17	The user can enable "fuzzy" logic in a full-text search.		
5.1.18	The user can use wildcards in a full-text search, e.g. "*" for any string of characters and "?" for any single character.		
5.1.19	The user can use Boolean logic in a full-text search, i.e., AND, OR, and NOT.		
5.1.20	The user can use "proximity" logic in a full-text search, e.g., "city" within four words of the word "holiday".		
5.1.21	The user can perform an index search using any combination of the defined indexes.		
5.1.22	The user can use wildcards in an index search, e.g. for any string of characters and "?" for any single character.		
5.1.23	The user can use Boolean logic in an index search, i.e., AND, OR, and NOT.		
5.1.24	Search results are displayed in rank order, i.e. the best match first.		
5.1.25	Search results include context.		
5.1.26	Search words should be highlighted in the context view.		
5.1.27	Search words should be highlighted in the document view		
5.1.28	The software must allow the search results list to be printed.		

Item #	Requirement	Feature Support	Comments
	Desktop client requirements		
5.1.29	The software must allow any file to be viewed using its originating/native software application		
5.1.30	The software must allow common file types to be viewed without the originating software (e.g., Word, Excel, PowerPoint, Visio, etc.). For Microsoft Office files, the system must support versions of Office up through and including Office 2013 file formats. Please provide a list of supported file types.		
5.1.31	System is capable of importing audio content files (MP3, way, etc.) and launching appropriate media viewers for retrieval		
5.1.32	The software must allow document images to be rotated for portrait viewing.		
5.1.33	The software must allow the user to change the stored orientation.		
5.1.34	The software must allow all of the pages of a document to be displayed in a "thumbnail" view.		
5.1.35	The software must allow the user to click on a thumbnail to view the full page.		
5.1.36	The software must allow printing of the entire document, the current page, or a range of pages.		
5.1.37	The software must allow the document to be printed in its original scale, e.g., send a large format drawing to a plotter.		
5.1.38	The software must allow the document to be reduced and rotated to fit onto a page.		
5.1.39	The software must allow "rubber-band" zooming to portions of a page in a document image.		
5.1.40	The software must allow the zoomed portion of a page to be copied to the clipboard, sent to an email recipient, or printed.		
5.1.41	The software must allow annotations (i.e. text notes, highlights, arrows, boxes, and ellipses) to be added to any document without altering the original document image.		
5.1.42	The software must allow the user to select whether or not to include annotations when copying, exporting, emailing, or printing the document.		

Item #	Requirement	Feature Support	Comments
5.1.43	The software must allow portions of a document to be redacted (blacked out or whited out) without altering the original document.		
5.1.44	The software must allow the user to select whether or not to include redactions when copying, exporting, emailing, or printing the document (with appropriate security permissions).		
5.1.45	The software must allow the user to retrieve a document by browsing document stores/locations.		
5.1.46	The software must allow the user to retrieve documents by searching document stores/locations.		
5.1.47	The software must allow documents to be exported in their native format, PDF format, or TIFF format.		
5.1.48	The software must allow documents to be sent to email recipients in their native format, PDF format, or TIFF format.		
5.1.49	Email can be sent using Microsoft Outlook 2010 or later (including Office 2013).		
5.1.50	A user must be able to launch the client software and initiate a search by entering a properly composed command line, e.g., docmgmt.exe /s text="city AND Edina"		
	Web-browser client requirements		
5.1.51	The software must allow documents to be published for access via a web browser.		
5.1.52	Individual documents can be published to the web.		
5.1.53	Entire document stores/locations can be published to the web.		
5.1.54	The web browser software must allow any file to be viewed using its originating/native software application.		
5.1.55	The web browser software must allow common file types to be viewed without the originating software (Word, Excel, PowerPoint, Visio, Adobe, HTML, TIFF, multi-page TIFF, and JPEG).For Microsoft Office files, the system must support versions of Office up through and including Office 2013 file formats. Please provide a list of supported file types.		

Item #	Requirement	Feature Support	Comments
5.1.56	The web browser software must allow the user to retrieve a document by browsing document stores/locations.		
5.1.57	The web browser software must allow the user to retrieve documents by searching document stores/locations.		
5.1.58	The web browser search includes all of the features of the full client software. If not, list the exceptions here.		
5.1.59	The web browser software allows documents to be secured by individual user or by group.		
5.1.60	The web browser allows security to be defined for the a public/anonymous web user.		
5.1.61	The web browser security includes all of the features of the full client software. If not, list the exceptions here.		
5.1.62	A user must be able to launch the web browser software and initiate a search by entering a properly composed URL, e.g. http://edms.edinamn.gov/docs.aspx?text=Parks		
5.2	**Document Management/ Retention Requirements**		
5.2.01	The software must allow for user-defined retention schedules to be created and associated with document types.		
5.2.02	Retention schedules must support varying term lengths.		
5.2.03	Retention start dates can be configured to use dates other than "added to cabinet" dates. E.g., Police case files need to be retained from the case disposition date (rather than the incident date).		
5.2.04	Different records managers may be assigned to each record series.		
5.2.05	Retention manager must automatically identify expired records and provide notifications to the appropriate records manager.		
5.2.06	Records managers must be able to review and approve records for destruction.		

Item #	Requirement	Feature Support	Comments
5.2.07	The system must have a tool or process to automatically purge and destroy records that have been marked for destruction.		
5.2.08	As documents are destroyed, the system must maintain a permanent log of the destruction, including the document name and type, destruction date and approver. Approved users must be able to search this log.		
5.2.09	Records managers must be able to exclude certain files and folders from retention requirements (e.g., if there is pending litigation on a matter, users should be able to mark a folder so that it is not destroyed).		
5.2.10	The system must automatically assign a document to the appropriate retention schedule based on the document type		
5.2.11	The system must provide for tracking of related paper copies of documents (e.g., have a warehouse location).		
5.2.12	The records management system must comply with all applicable aspects of Minnesota laws for retention management.		
5.3	**Document/Image Capture Requirements**		
	Scanning		
5.3.01	The software must allow direct capture of documents from a desk top scanner.		
5.3.02	System supports duplex scanning.		
5.3.03	System supports all common types of desktop scanner models using TWAIN, ISIS or KOFAX drivers.		
5.3.04	System supports VRS or similar image processing.		
5.3.05	System supports either single or batch mode scanning.		
5.3.06	Scanning allows de-skew.		
5.3.07	Scanning allows automatic OCR.		
5.3.08	Scanning allows automatic indexing by destination, i.e. default index field values are assigned by destination store, location within the store, and/or document type/template.		

Item #	Requirement	Feature Support	Comments
5.3.09	Scanning allows manual indexing, i.e. user is prompted to enter index values for each imported document.		
5.3.10	Scanning allows supplemental indexing by key field, i.e. user is prompted to enter a key index value and the system uses that key to read additional index values from a user—defined data source.		
5.3.11	Scanning allows OCR-based indexing where the system recognizes text at certain position on a document and populates indexes accordingly.		
5.3.12	Scanning allows bar code/patch code indexing automation.		
	Bulk import		
5.3.13	The software must allow bulk import of documents from disk.		
5.3.14	Bulk import allows automatic de-skew.		
5.3.15	Bulk import allows automatic OCR.		
5.3.16	Bulk import allows automatic indexing by destination, i.e., default index field values are assigned by destination store, location within the store, and/or document type/template.		
5.3.17	Bulk import allows automatic indexing by source, i.e. default index field values are assigned by source folder name, document name, and/or document properties.		
5.3.18	Bulk import allows automatic indexing by index file, e.g. a single file containing individual index fields and values for all of the imported documents.		
5.3.19	Bulk import allows bulk indexing by user input, i.e. user is prompted to enter index values to apply to all imported files.		
5.3.20	Bulk import allows manual indexing by individual document, i.e. each imported document is displayed and the user is prompted to enter appropriate index values.		
5.3.21	Bulk import allows supplemental indexing by key field, i.e. user is prompted to enter a key index value and the system uses that key to read additional index values from a user-defined data source.		

Item #	Requirement	Feature Support	Comments
5.3.22	The software vendor must provide tools and documentation necessary to enable the City of Edina to hire service bureaus to scan and index documents for bulk import.		
	Automated import		
5.3.23	The software must allow automated import of documents from disk.		
5.3.24	Automated import allows automatic de-skew.		
5.3.25	Automated import allows automatic OCR.		
5.3.26	Automated import allows automatic selection of destination document store/location and document type/template based on source location, e.g. files found in the cAimport\ap subdirectory are automatically stored in the Finance\Accounts Payable document store with the document type of AP Check.		
5.3.27	Automated import allows automatic indexing by source, i.e. default index field values are assigned by source folder name, document name, and/or document properties.		
5.3.28	Automated import allows automatic indexing by index file, e.g. a separate file for each imported document containing the index fields and values for that document.		
5.3.29	Automated import allows bulk indexing by user input, i.e. user is prompted to enter index values to apply to all auto-imported files.		
5.3.30	Automated import allows indexing by individual document, i.e. each imported document is displayed and the user is prompted to enter appropriate index values.		
5.3.31	Automated import allows supplemental indexing by key field, i.e. user is prompted to enter a key index value and the system uses that key to read additional index values from a user-defined data source.		
	Manual Import		
5.3.32	The software must allow manual import of documents from disk.		
5.3.33	Manual import allows de-skew.		
5.3.34	Manual import allows automatic OCR.		

Item #	Requirement	Feature Support	Comments
5.3.35	Manual import allows automatic indexing by destination, i.e., default index field values are assigned by destination store, location within the store, and/or document type/template.		
5.3.36	Manual import allows automatic indexing by source, i.e. default index field values are assigned by source folder name, document name, and/or document properties.		
5.3.37	Manual import allows automatic indexing by index file, e.g. a file containing index fields and values for the document.		
5.3.38	Manual import allows manual indexing by individual document, i.e. user is prompted to enter index values for each imported document.		
5.3.39	Manual import allows supplemental indexing by key field, i.e. user is prompted to enter a key index value and the system uses that key to read additional index values from a user-defined data source.		
	Microsoft Office Capture		
5.3.40	The software must allow direct capture of documents from a Microsoft Office 2007 or later (including Office 2013) application, including Word, Excel, PowerPoint, Access, and Outlook.		
5.3.41	Microsoft Office capture allows automatic conversion to an archival image format, e.g., TIFF or PDF.		
5.3.42	Microsoft Office capture pulls text directly from the file, eliminating the need for OCR.		
5.3.43	Microsoft Office capture allows automatic indexing using document properties, i.e., default index field values are assigned from properties defined in the Microsoft Office document.		
5.3.44	Microsoft office capture allows manual indexing, i.e. user is prompted to enter index values for each captured document.		
5.3.45	Microsoft Office capture allows supplemental indexing by key field, i.e. user is prompted to enter a key index value and the system uses that key to read additional index values from a user-defined data source.		

Item #	Requirement	Feature Support	Comments
5.4	**Security Requirements**		
5.4.01	The security model must integrate with the City's Active Directory for users , groups and authentication.		
5.4.02	All security administration is unified for the entire application suite (e.g., no separate user lists for scanning versus viewing).		
5.4.03	The software must allow documents to be secured by individual user or by group.		
5.4.04	Security can limit who can see that a document store/location exists.		
5.4.05	Security can limit who can open a document store/location.		
5.4.06	Security can limit who can create a document store/location.		
5.4.07	Security can limit who can create a document type/template.		
5.4.08	Security can limit who can define index fields.		
5.4.09	Security can limit who can see that a document exists.		
5.4.10	Security can limit who can open/read a document.		
5.4.11	Security can limit who can copy a document.		
5.4.12	Security can limit who can export a document.		
5.4.13	Security can limit who can email a document.		
5.4.14	Security can limit who can print a document.		
5.4.15	Security can limit who can delete a document.		
5.4.16	Security can limit who can add annotations to a document.		
5.4.17	Security can limit who can read annotations in a document.		
5.4.18	Security can limit who can add redactions to a document.		
5.4.19	Security can limit who can see through redactions in a document.		
5.4.20	Security can limit who can update or add indexes to a document.		
5.4.21	Security can limit who can review and fix OCR recognition errors in a document.		

Item #	Requirement	Feature Support	Comments
5.5	**Administrative Requirements**		
5.5.01	The software is currently a commercially available and maintained product.		
5.5.04	Document stores/locations can be configured in (or mimicked to simulate) a nested folder structure? If so, how many levels of nesting are supported?		
5.5.05	City staff can add and delete document types/templates, e.g. City Council Agenda, AP Check, Building Application, Building Drawing, etc.		
5.5.06	City staff can define index fields by document store/location.		
5.5.07	City staff can define index fields by document type/template.		
5.5.08	City staff can define index fields to be mandatory.		
5.5.09	City staff can define lookup tables for index fields.		
5.5.10	City staff can define validation rules for index fields.		
5.5.11	City staff can define default values for index fields.		
5.5.12	City staff can define data types for index fields, e.g., date, number, character.		
5.5.13	City staff can configure the physical location of each document store/location.		
5.5.14	City staff can configure the system to automatically OCR files by document type/template.		
5.5.15	City staff can assign security rights to individual users.		
5.5.16	City staff can assign security rights to groups of users.		
5.5.17	City staff can define security by document store/location.		
5.5.18	City staff can define security by document type/template.		
5.5.19	Users can open multiple instances of the application from a single desktop client.		
5.5.20	Users can login to the application on multiple desktops at the same time.		

Item #	Requirement	Feature Support	Comments
5.5.21	Audit trails can be kept of all administrative activities, e.g. successful and unsuccessful attempts to add and change stores, document types/templates, index fields, assigned rights, security, etc.		
5.5.22	City staff can define the administrative activities to be audited.		
5.5.23	Audit trails can be kept of all user activities, e.g., successful and unsuccessful attempts to view, add, change and print documents and index values.		
5.5.24	City staff can define the users and activities to be audited.		
5.5.25	City staff can print audit reports.		
5.5.26	Backups can be made while the document management system is online, i.e., available to users. Please list any required software or		
5.5.27	Subsets of documents can be exported to CD or DVD for offline viewing. Please list any required software or hardware to enable this feature.		
5.5.28	The system can be configured to allow backups of entire document stores to CD's or DVD's.		
5.5.29	These backups can be defined to allow incremental additions, i.e., backup only new and changed documents in the document store.		
5.5.30	These backups can be searched in a manner similar to an online document store.		
5.5.31	Individual documents can be retrieved from these backups.		
5.6	**Workflow Requirements**		
5.6.01	Software enables an authorized user to specify the business process rules to be used.		
5.6.02	A graphical flowcharting tool is available to the user for creation of business process rules and workflow using a "drag and drop" action.		
5.6.03	Software provides the ability to setup timers and alarms, within the workflow process being defined, to alert users of impending deadlines.		

Item #	Requirement	Feature Support	Comments
5.6.04	Pre-defined, built-in tasks are provided by the proposed software for looping, branching and email.		
5.6.05	Full sub-workflow (sub-process) support is provided by the system.		
5.6.06	The workflow needed to address errors and omissions can be modeled using the proposed software.		
5.6.07	The system provides the ability to embed exception handling processes into the workflow being defined.		
5.6.08	The system enables modeling multiple escalation workflows based on problem type.		
5.6.09	The system versions workflows so that a process definition change will not affect work in process.		
5.6.10	The software provides the ability to define rules that split the execution path of a process into two or more parallel paths.		
5.6.11	The separate paths of a specific process be joined at a specific point.		
5.6.12	Data from each path be merged together (consolidated into a single document).		
5.6.13	A process with multiple starting and ending points can be defined using the software.		
	A process can be triggered in the proposed system by which of the following:		
5.6.14	• A event in an external system		
5.6.15	• Cabinet event (file added/changed in the system)		
5.6.16	• Database event		
5.6.17	• Submission of a web form		

6. Pricing Information

In this section, respondents are asked to furnish information on their pricing model. For each licensing component, please describe the pricing structure (per server, per concurrent user, etc.) and list the unit price for that component. If there are alternative pricing models available (such as a site license), please describe all models. To clarify the pricing model, respondents are further asked to provide representative pricing for the pilot projects as described in this RFI.

The City recognizes that this information is advisory only and is subject to change.

Pricing Component	Pricing Structure	Unit Cost	Pilot Project Estimated Cost
Server Licensing			
• Application Server			
• OCR Processor			
• PDF Processor			
• Other (describe)			
Client License			
• Full desktop client			
• Read-only desktop client			
• Full web client (internal users)			
• Read-only web client (internal users)			
Internet Client License			
Capture Licensing			
• Scan/index license			
• Scan-only license			
• Indexing-only license			
Administrator License			
API / Integration Toolkit			
Workflow Licensing			
Forms Licensing			
Other License (describe, add lines as necessary)			
Training Classes			
• End-User Training			
• Administrator Training			
• Capture Training			
• Workflow Training			
• Forms Training			
• API Training			
• Other Training (describe, add lines as necessary)			

Pricing Component	Pricing Structure	Unit Cost	Pilot Project Estimated
Professional Services			
• Project Management			
• Imaging Consulting			
• Configuration			
• Customization / Programming			
• Installation			
• Conversion			
• Back-file Scanning			
• Other (describe, add lines as necessary)			

7. Company Contact and Authorization

7.1. Company Contact

The company representative assigned to this Request for Information:

Name

Title

Mailing Address

Phone Number

7.2. Authorization

By submission of information, the respondent:

1. Certifies that no attempt has been made, nor will be made, by the respondent to induce any other person or firm to submit information for the purpose of restricting competition.

2. Certifies the person signing this response is authorized to represent the company and the information and supporting documentation provided in response to this RFI.

(Company Name)	(Telephone Number)
(Street Address/P.O. Box)	(City, State & Zip Code)
(Name of Authorized Rep.)	(Authorized Signature)
(Date)	